



10-15-03

#4/A  
1743 GW  
11/6/03

PATENT  
169-274

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT: Robert Berliner

CONFIRMATION NO. 6423

Examiner: Thomas Y. Ho

SERIAL NO.: 09/764,530

Art Unit: 1743

FILED: January 17, 2001

FOR: METHOD OF PROVIDING REPAIR  
INFORMATION AND DOING BUSINESS  
THEREON ON A GLOBAL COMPUTER  
NETWORK

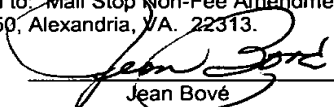
RECEIVED  
OCT 20 2003  
TC 1700

AMENDMENT

CERTIFICATE OF MAILING BY "EXPRESS MAIL" (37 CFR 1.10)

I hereby certify that this correspondence is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated below in an envelope addressed to: Mail Stop Non-Fee Amendment, Commissioner for Patents, P. O. BOX 1450, Alexandria, VA. 22313.

Date: October 13, 2003

  
Jean Bové

865 South Figueroa Street, 29<sup>th</sup> Floor  
Los Angeles, California 90017-2576

Mail Stop Non-Fee Amendment  
COMMISSIONER FOR PATENTS  
P. O. Box 1450  
Alexandria, VA 22313

RECEIVED  
OCT 23 2003  
GROUP 3600

Dear Sir:

In response to the Office Action of July 11, 2003, please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**R marks/Arguments** begin on page 5 of this paper.